

	8 Surveys received								
	April, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service					3	5		
2	Willingness to help you					2	6		
3	Accuracy					3	5		
4	Knowledge					2	6		
5	Courtesy					2	6		
6	Individualized attention					2	6		
	Front Counter								
7	Our telephones were answered promptly				1	1	3	1	
8	Our office hours are convenient				2	2	2		
	Plan Exam								
9	Phone calls were returned in timely manner				1		2	2	
10	Our forms are understandable					2	3		
11	Our correspondence is understandable					2	4		
	Inspection								
12	Our Inspectors are accessible						5	0	
13	Our inspection hours are convenient						5		
	TOTALS	0	0	0	4	21	58	3	86
	Percentage	0%	0%	0%	5%	24%	67%	3%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Friendly – thorough

Timeliness, helpfulness, creating confidence in the quality of the work. (sic)

Every aspect was prompt, courteous and timely. Thanks.

Very efficient

Madeleine and Willie were both very helpful.

Always courteous and timely

WHAT CAN WE DO BETTER?

Don't know

Nothing – over the 3 year period we have been working on this house the Hamilton Co. Inspectors have been great.

Inspector should have questioned window placement near doors during framing inspection. Noticed when first attempt for final was made. Cost us an additional \$400. for mistake. Had to buy new sashes temp glass at \$400.00. This should never happen. (sic)